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PATENT APPLICATION

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of

Alban COUTURIER

Attorney Docket Q63703

Appln. No.: not yet assigned

Group Art Unit: not yet assigned

Confirmation No.: not yet assigned

Examiner: not yet assigned

Filed: March 26, 2001

For: A MODULAR SYSTEM FOR MANAGING SERVICE CALLS, IN PARTICULAR
TELECOMMUNICATION SERVICE CALLS



**INFORMATION DISCLOSURE STATEMENT
UNDER 37 C.F.R. §§ 1.97 and 1.98**

Commissioner for Patents
Washington, D.C. 20231

Sir:

In accordance with the duty of disclosure under 37 C.F.R. § 1.56, Applicant hereby notifies the U.S. Patent and Trademark Office of the documents which are listed on the attached Form PTO-1449 and which the Examiner may deem material to patentability of the claims of the above-identified application.

One copy of each of the listed documents is submitted herewith, along with a copy of the corresponding Communication from a Foreign Patent Office.

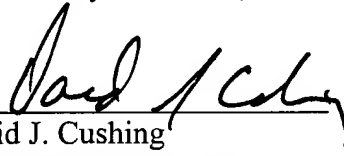
The present Information Disclosure Statement is being filed before the mailing date of the first Office Action on the merits, and therefore, no Statement under 37 C.F.R. § 1.97(e) or fee under 37 C.F.R. § 1.17(p) is required.

The submission of the listed documents is not intended as an admission that any such document constitutes prior art against the claims of the present application. Applicant does not

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waive any right to take any action that would be appropriate to antedate or otherwise remove any listed document as a competent reference against the claims of the present application.

Respectfully submitted,



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